

U S WEST, Inc.
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DOCKET FILE COPY ORIGINAL

USWEST

Elridge A. Stafford
Executive Director-
Federal Regulatory

November 1, 1999

Ms. Magalie Roman-Salas
Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

RECEIVED
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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: U S WEST's Quarterly ONA Nondiscrimination Reports,
CC Docket No. 88-2, Phase I; CC Docket No. 96-128

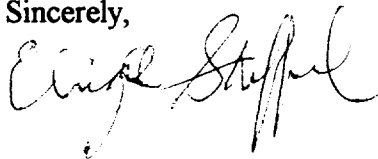
Dear Ms. Salas:

Pursuant to the FCC orders approving U S WEST's ONA Plan,¹ U S WEST hereby submits its ONA nondiscrimination reports for installation and maintenance for the third quarter of 1999.

Acknowledgment of date of receipt of this submission is requested. A duplicate letter is provided for this purpose.

Please contact me if you have any questions.

Sincerely,



Attachments

cc: Ms. Janice Myles

¹ See Memorandum Opinion and Order, CC Docket No. 88-2, Phase I (released May 8, 1990, and Memorandum Opinion and Order on Reconsideration, CC Docket No. 88-2, Phase I (released May 8, 1990).

Quarterly ONA Installation Detail Report
U S WEST Communications
3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1- Business				
Total Orders	142605	Average Interval	295046	Average Interval
Due Dates Missed	5094	(In Days)	12010	(In Days)
% Due Dates Missed	3.57%	5	4.07%	5
		3		3
A2- PBX				
Total Orders	2122	Average Interval	17400	Average Interval
Due Dates Missed	103	(In Days)	1226	(In Days)
% Due Dates Missed	4.85%	12	7.05%	13
		12		9
A3- Centrex				
Total Orders	26547	Average Interval	35748	Average Interval
Due Dates Missed	1073	(In Days)	1955	(In Days)
% Due Dates Missed	4.04%	6	5.47%	7
		5		5
A4- WATS				
Total Orders	0	Average Interval	89	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	2.25%	10
		0.00		11
A5- Mobile				
Total Orders	1	Average Interval	13	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	64	0.00%	8
		0.00		10
A6- Feature Group A				
Total Orders	5	Average Interval	343	Average Interval
Due Dates Missed	0	(In Days)	33	(In Days)
% Due Dates Missed	0.00%	3	9.62%	10
		3		7
A7- Foreign Exchange				
Total Orders	549	Average Interval	1880	Average Interval
Due Dates Missed	19	(In Days)	57	(In Days)
% Due Dates Missed	3.46%	4	3.03%	4
		4		3

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1- Feature Group B				
Total Orders	0	Average Interval	104	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	6.73%	40
		0.00		38
B2-Feature Group D				
Total Orders	0	Average Interval	1580	Average Interval
Due Dates Missed	0	(In Days)	137	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.67%	48
		0.00		47
B3- DID				
Total Orders	39	Average Interval	254	Average Interval
Due Dates Missed	1	(In Days)	12	(In Days)
% Due Dates Missed	2.56%	9	4.72%	9
		5		8

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Orders	23	Average Interval	613	Average Interval
Due Dates Missed	2	(In Days)	64	(In Days)
% Due Dates Missed	8.70%	23	10.44%	27
		16		24
C2-Packet Synchronous Access				
Total Orders	1	Average Interval	303	Average Interval
Due Dates Missed	0	(In Days)	77	(In Days)
% Due Dates Missed	0.00%	14	25.41%	35
		0.00		34
C3-Packet Asynchronous Access				
Total Orders	0	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	50.00%	16
		0.00		16

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1- Protective Alarm				
Total Orders	4	Average Interval	96	Average Interval
Due Dates Missed	1	(In Days)	15	(In Days)
% Due Dates Missed	25.00%	3	15.63%	7
		3		6
D2- Protective Relay				
Total Orders	0	Average Interval	80	Average Interval
Due Dates Missed	0	(In Days)	14	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	17.50%	15
		0.00		10
D3- Control Circuit				
Total Orders	0	Average Interval	210	Average Interval
Due Dates Missed	0	(In Days)	42	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	20.00%	6
		0.00		3

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1- Telegraph 75 Baud				
Total Orders	0	Average Interval	5	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	20.00%	3
		0.00		13
E2- Telegraph 150 Baud				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Orders	0	Average Interval	187	Average Interval
Due Dates Missed	0	(In Days)	23	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	12.30%	16
		0.00		12
F2- Voice, Switched Line				
Total Orders	14	Average Interval	1044	Average Interval
Due Dates Missed	2	(In Days)	165	(In Days)
% Due Dates Missed	14.29%	35	15.80%	23
		63		17
F3- Voice, Switched Trunk				
Total Orders	7	Average Interval	847	Average Interval
Due Dates Missed	0	(In Days)	75	(In Days)
% Due Dates Missed	0.00%	27	8.85%	43
		0.00		37
F4- Voice and Tone, Radio Land Line				
Total Orders	0	Average Interval	34	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.82%	25
		0.00		11
F5- Data, Low Speed				
Total Orders	0	Average Interval	91	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	7.69%	25
		0.00		12
F6- Basic Data and Voice				
Total Orders	35	Average Interval	3793	Average Interval
Due Dates Missed	3	(In Days)	375	(In Days)
% Due Dates Missed	8.57%	23	9.89%	24
		11		14
F7- Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	347	Average Interval
Due Dates Missed	0	(In Days)	42	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	12.10%	33
		0.00		19
F8- Voice/Data SSN Access				
Total Orders	0	Average Interval	65	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	64
		0.00		67
F9- Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F10- Data Extension, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F11- Voice Grade Telephoto and Facsimile				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F12- Protective Relay, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
3 QTR 1999

	AFFILIATE		ALL OTHERS	
G1- Program Audio, 200-3500 Hz				
Total Orders	0	Average Interval	25	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.00%	12
		0.00		7
G2- Program Audio, 100-5000 Hz				
Total Orders	0	Average Interval	20	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	15.00%	14
		0.00		19
G3- Program Audio, 50-8000 Hz				
Total Orders	5	Average Interval	45	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	11	8.89%	17
		0.00		11
G4- Program Audio, 50-15000 Hz				
Total Orders	0	Average Interval	37	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	5.41%	27
		0.00		38

 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1- TV Channel, 1 Way 15 kHz Audio				
Total Orders	2	Average Interval	35	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	87	11.43%	19
		0.00		18
H2- TV Channel, 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1- Digital Voice Circuit				
Total Orders	6	Average Interval	461	Average Interval
Due Dates Missed	0	(In Days)	46	(In Days)
% Due Dates Missed	0.00%	7	9.98%	14
		8		14
I2- Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	89	Average Interval
Due Dates Missed	0	(In Days)	10	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	11.24%	17
		0.00		12
I3- Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	23	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	13.04%	42
		0.00		6
I4- Digital Data, 9.6 kbps				
Total Orders	2	Average Interval	1161	Average Interval
Due Dates Missed	1	(In Days)	73	(In Days)
% Due Dates Missed	50.00%	8	6.29%	27
		0.00		13
I5- Digital Data, 56 kbps				
Total Orders	6	Average Interval	15250	Average Interval
Due Dates Missed	1	(In Days)	1685	(In Days)
% Due Dates Missed	16.67%	24	11.05%	26
		36		18

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The bottom Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1- Dedicated Hicap Digital, 1.544 mbps				
Total Orders	191	Average Interval	30093	Average Interval
Due Dates Missed	62	(In Days)	6299	(In Days)
% Due Dates Missed	32.46%	36	20.93%	30
		30		26

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
3 QTR 1999

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1- Dedicated Hicap Digital, 3.152 mbps			
Total Orders	0	Average Interval	12
Due Dates Missed	0	(In Days)	3
% Due Dates Missed	NO ACTIVITY	0.00	25.00%
		0.00	27
K2- Dedicated Hicap Digital, 6.312 mbps			
Total Orders	0	Average Interval	0
Due Dates Missed	0	(In Days)	0
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY
		0.00	0.00
K3- Dedicated Hicap Digital, 44.736 mbps			
Total Orders	8	Average Interval	1335
Due Dates Missed	3	(In Days)	293
% Due Dates Missed	37.50%	108	21.95%
		50	35
K4- Dedicated Hicap Digital, >45 mbps			
Total Orders	0	Average Interval	109
Due Dates Missed	0	(In Days)	14
% Due Dates Missed	NO ACTIVITY	0.00	12.84%
		0.00	15

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1- Smart PAL				
Total Orders	3853	Average Interval	17	Average Interval
Due Dates Missed	704	(In Days)	3	(In Days)
% Due Dates Missed	18.27%	15	17.65%	12
		10		2
L2- Basic PAL				
Total Orders	969	Average Interval	16080	Average Interval
Due Dates Missed	158	(In Days)	559	(In Days)
% Due Dates Missed	16.31%	19	3.48%	6
		12		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report
U S WEST Communications
3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1- Business				
Total Tickets	37		146	
Average Interval in Hrs/Mns	3	36	12	55
A2- PBX				
Total Tickets	246		3689	
Average Interval in Hrs/Mns	3	57	6	23
A3- Centrex				
Total Tickets	229		315	
Average Interval in Hrs/Mns	5	8	7	23
A4-WATS				
Total Tickets	0		66	
Average Interval in Hrs/Mns	NO ACTIVITY		11	54
A5- Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
A6- Feature Group A				
Total Tickets	0		279	
Average Interval in Hrs/Mns	NO ACTIVITY		5	11
A7- Foreign Exchange				
Total Tickets	310		1162	
Average Interval in Hrs/Mns	7	19	6	41

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Quarterly ONA Maintenance Report
U S WEST Communications
 3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1- Feature Group B				
Total Tickets	0		50	
Average Interval in Hrs/Mns	NO ACTIVITY		4	3
B2- Feature Group D				
Total Tickets	0		510	
Average Interval in Hrs/Mns	NO ACTIVITY		6	10
B3- DID				
Total Tickets	267		2588	
Average Interval in Hrs/Mns	6	40	5	16

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Quarterly ONA Maintenance Report
U S WEST Communications
 3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Tickets	9		1509	
Average Interval in Hrs/Mns	13	19	5	16
C2-Packet Synchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
C3-Packet Asynchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	

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Quarterly ONA Maintenance Report
U S WEST Communications
 3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1- Protective Alarm				
Total Tickets	1		74	
Average Interval in Hrs/Mns	0	27	6	47
D2- Protective Relay				
Total Tickets	0		240	
Average Interval in Hrs/Mns	NO ACTIVITY		11	47
D3- Control Circuit				
Total Tickets	0		1	
Average Interval in Hrs/Mns	NO ACTIVITY		0	36
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Quarterly ONA Maintenance Report
 U S WEST Communications
 3 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1- Telegraph Grade, 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
E2- Telegraph Grade, 150 Baud		
Total Tickets	0	41
Average Interval in Hrs/Mns	NO ACTIVITY	25 36

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Quarterly ONA Maintenance Report
U S WEST Communications
3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Tickets	7		433	
Average Interval in Hrs/Mns	3	44	7	2
F2- Voice, Switched Line				
Total Tickets	804		4074	
Average Interval in Hrs/Mns	5	11	5	45
F3- Voice, Switched Trunk				
Total Tickets	670		4021	
Average Interval in Hrs/Mns	5	24	4	52
F4- Voice and Tone, Radio Land Line				
Total Tickets	0		307	
Average Interval in Hrs/Mns	NO ACTIVITY		8	17
F5- Data, Low Speed				
Total Tickets	0		150	
Average Interval in Hrs/Mns	NO ACTIVITY		6	58
F6- Basic Data and Voice				
Total Tickets	244		11244	
Average Interval in Hrs/Mns	4	11	4	48
F7- Voice and Data, PSN Access				
Total Tickets	0		451	
Average Interval in Hrs/Mns	NO ACTIVITY		4	12
F8- Voice and Data, SSN Access				
Total Tickets	0		12	
Average Interval in Hrs/Mns	NO ACTIVITY		9	21
F9- Voice and Data, SSN Intermachine				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F10- Data Extension, Voice Grade				
Total Tickets	2		289	
Average Interval in Hrs/Mns	12	18	4	5
F11- Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F12- Protective Relay, Voice Grade				
Total Tickets	0		5	
Average Interval in Hrs/Mns	NO ACTIVITY		20	9

Quarterly ONA Maintenance Report
U S WEST Communications
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	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
H1- TV Channel, 1 Way 15 kHz Audio			
Total Tickets	0	75	
Average Interval in Hrs/Mns	NO ACTIVITY	5	57
H2- TV Channel, 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	

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Quarterly ONA Maintenance Report
U S WEST Communications
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	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1- Dedicated Voice Circuit				
Total Tickets	0		100	
Average Interval in Hrs/Mns	NO ACTIVITY		7	27
I2- Dedicated Data 2.4 kbps				
Total Tickets	0		240	
Average Interval in Hrs/Mns	NO ACTIVITY		3	16
I3- Dedicated Data 4.8 kbps				
Total Tickets	0		44	
Average Interval in Hrs/Mns	NO ACTIVITY		6	10
I4- Dedicated Data 9.6 kbps				
Total Tickets	1		961	
Average Interval in Hrs/Mns	12	9	4	49
I5- Dedicated Data 56 kbps				
Total Tickets	57		15780	
Average Interval in Hrs/Mns	3	11	4	22

Quarterly ONA Maintenance Report
U S WEST Communications
3 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
1. Net sales	100.00	100.00
2. Cost of goods sold	60.00	60.00
3. Gross profit	40.00	40.00
4. Selling expenses	10.00	10.00
5. Administrative expenses	5.00	5.00
6. Depreciation	2.00	2.00
7. Interest	1.00	1.00
8. Income taxes	1.00	1.00
9. Net income	11.00	11.00

J1- Dedicated Hicap Digital, 1.544 mbps

Total Tickets	335		17130	
Average Interval in Hrs/Mns	5	19	5	0
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Quarterly ONA Maintenance Report
U S WEST Communications
3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1- Dedicated Digital, 3.152 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
K2- Dedicated Digital, 6.312 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
K3- Dedicated Digital, 44.736 mbps				
Total Tickets	1		351	
Average Interval in Hrs/Mns	0	4	4	56
K4- Dedicated Digital, 45 mbps or Higher				
Total Tickets	0		27	
Average Interval in Hrs/Mns	NO ACTIVITY		7	12
*****:*****:*****:*****:*****:***** *****				

Quarterly ONA Maintenance Report
 U S WEST Communications
 3 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1- Smart PAL				
Total Tickets	6407		0	
Average Interval in Hrs/Mns	41	22	NO ACTIVITY	
L2- Basic PAL				
Total Tickets	3755		2969	
Average Interval in Hrs/Mns	30	36	36	59

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3 OTR 1999

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Quarterly ONA Maintenance Report - Tickets with Due Dates
U S WEST Communications
 3 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	71,077	140,472
Average Interval in Hrs/Mns	25:14	25:55
Due Dates Missed	5,821	13,305
% Due Dates Missed	8.19%	9.47%
A2 - PBX		
Total Tickets	1,472	11,577
Average Interval in Hrs/Mns	21:23	19:47
Due Dates Missed	142	1,085
% Due Dates Missed	9.65%	9.37%
A3 - Centrex		
Total Tickets	22,188	33,186
Average Interval in Hrs/Mns	27:08	28:57
Due Dates Missed	2,247	4,408
% Due Dates Missed	10.13%	13.28%
A4 - WATS		
Total Tickets	8	60
Average Interval in Hrs/Mns	6:53	15:54
Due Dates Missed	0	7
% Due Dates Missed	0.00%	11.67%
A5 - Mobile		
Total Tickets	6	60
Average Interval in Hrs/Mns	80:41	20:00
Due Dates Missed	1	3
% Due Dates Missed	16.67%	5.00%
A6 - Feature Group A		
Total Tickets	29	308
Average Interval in Hrs/Mns	14:45	14:29
Due Dates Missed	2	43
% Due Dates Missed	6.90%	13.96%
A7 - Foreign Exchange		
Total Tickets	632	1,816
Average Interval in Hrs/Mns	13:24	14:33
Due Dates Missed	26	126
% Due Dates Missed	4.11%	6.94%

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	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph grade, 75 baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
E2 - Telegraph grade, 150 baud		
Total Tickets	6	238
Average Interval in Hrs/Mns	30:24	35:52
Due Dates Missed	4	140
% Due Dates Missed	66.67%	58.82%
